



November 20, 2024

Dear Faculty and Staff,

Clear and consistent communication is essential to ensuring that our HR and Payroll concerns are addressed efficiently. To support this, we have outlined the proper steps for escalating these matters on the campus. This process will help us resolve issues promptly while allowing our teams to better support each of you.

### Why This Communication Matters

Clear escalation processes are essential for resolving concerns effectively and minimizing delays. By following the appropriate steps, we ensure accountability, allow the right individuals or teams to address concerns promptly, and maintain a structured approach to problem-solving.

### Steps for Escalating HR and Payroll Issues

1. Submit to HR or Payroll Email Accounts ( [humanresources@salisbury.edu](mailto:humanresources@salisbury.edu) or [payroll@salisbury.edu](mailto:payroll@salisbury.edu) )

Any issues related to HR or Payroll should first be directly submitted via email to include pertinent information for proper assessment and solution response. These departments are your primary resources for resolving these matters, as they handle the day-to-day operations and are the best equipped to provide immediate assistance.

2. Escalate to Designated Leaders

Escalate to Wendy Ringling, Laurie Stroud, and if needed, also include your

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- o Wendy oversees HR operations and can address unresolved HR matters.

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challenge lies would be helpful. For example:

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If you have any questions about this process or require further clarification, please do not hesitate to reach out to HR. Thank you for your partnership in maintaining clear and effective communication across our organization.

Thank you,

Tina Boyd, SPHR, SHRMSCP  
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